



Complaints Procedure

Professional Service

Our aim is to provide a service which is effective and which conforms with best practice in the field of mediation. Mediation services are currently provided by Kathleen Bolt who is an accredited mediator and is a registered member of the Scottish Mediation Register Mediator. She works to the Register's Guidelines for Mediators in Scotland. She has professional indemnity insurance with Towergate Professional Risks.

Concerns and queries

If you have any concerns or queries about the service that you have received or are receiving from Kathleen Bolt Mediation Services Ltd at any stage, please contact Kathleen Bolt to discuss at the first opportunity. Often concerns can be resolved very quickly and effectively by acknowledging and discussing them in the first instance.

However should you have any complaint about the service provided then we will deal with this complaint as set out below. All complaints are treated as confidential, whether oral or in writing. We will also consider all concerns and complaints in the review of our services, and use them to make improvements to our service.

Informal resolution

1. We will ask you to put details of your complaint in writing.
2. We will acknowledge the complaint within 2 working days of receiving notification of this in writing.
3. We will offer to meet the person raising the complaint within five working days. At this meeting we would try to understand the reasons for and nature of the complaint and find a remedy that is agreeable to all concerned.
4. We will write again to follow up the meeting and confirm any agreed remedy within 2 working day

Kathleen Bolt Mediation Services Ltd

10 YORK PLACE
EDINBURGH EH1 3EP
T: 0131 524 8190
info@kbmediation.co.uk

www.kbmediation.co.uk

Company registered in Scotland SC385871

Formal resolution

Independent mediation

If after the informal stage of the complaints procedure, it has not been possible to reach a satisfactory outcome, then the matter will be referred to mediation. We will write to the Scottish Mediation Network to request the names of three mediators. The complainer will be provided with the names and asked to choose one to mediate between Kathleen Bolt Mediation Services Ltd and the complainer to seek to find an agreed and constructive outcome to the complaint.

Complaint to Scottish Mediation Network Benchmark Standards Group

In the event that an amicable resolution of the complaint cannot be achieved, the complainer can, if they wish, write to the Scottish Mediation Network Benchmark Standards Group, who will consider the matter in accordance with their procedures.

Kathleen Bolt Mediation Services Ltd

10 YORK PLACE
EDINBURGH EH1 3EP
T: 0131 524 8190
info@kbmediation.co.uk

www.kbmediation.co.uk

Company registered in Scotland SC385871